9-1-1 Services Board Meeting Minutes
May 14,2026 @ 1:00 PM
VDEM Headquarters
9711 Farrar Court, North Chesterfield, VA 23236

Committee Members Virtual

Sharon Lawrence, Treasurer
Cynthia Gillespie
Matthew Ogburn
Terry Ellis
Joseph Muenchow
Patricia Turner
Judson Smith
Chief Michael Barakey
Gary Critzer

Staff Members in Attendance

Cheryl Adkins, Acting for John Scrivani
Dorothy Spears-Dean
Mary Binford
Tim Addington
Marcus Grant
Matt Gerike
Lewis Cassada
Gabe Elias
Sarah Howard

Mr. Lewis Cassada provided housekeeping instructions related to the use of the chat feature during the virtual meeting.

• The chat will remain closed to the public during the meeting, except during the designated public comment period.
• The chat is to be used only by board members and staff for official meeting business.
• Board members must enter their votes (yes, no, or abstain) into the chat when prompted.
• Staff will verbally read votes entered in the chat to ensure accurate recordkeeping.
• Board members are asked to maintain professionalism in the chat and avoid side conversations or unrelated comments.
• All motions and seconds must be made verbally. Members should clearly state their name followed by the motion or second. These motions will also be posted in the chat for reference.

Mr. Cassada concluded his housekeeping remarks and turned the meeting over to Ms. Cheryl Adkins, VDEM Chief Deputy State Coordinator, who will be chairing the meeting.

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Call Meeting to Order

The 9-1-1 Services Board Meeting was called to order by Ms. Adkins at 1:03 PM.

Approval of Agenda

Ms. Adkins called for a motion to approve the agenda. Ms. Patricia Turner made the motion, and it was seconded by Gary Critzer. The motion passed unanimously.

Approval of Minutes

Ms. Adkins called for a motion to approve. Ms. Cindy Gillespie made the motion, and it was seconded by Mr. Critzer. The motion passed unanimously.

Chairman's Remarks

Ms. Adkins extended a welcome to Mike Watson, newly appointed CIO of VITA, who will be joining the board.

Ms. Adkins recognized Terry Ellis, noting that this meeting is her final one. Special thanks were also extended to Bob Osmond for his service and contributions.

<u>Resiliency Grant Program Announcement</u>

VDEM received guidance from the Governor's Administration indicating that to ensure proposed grants follow required administrative processes and board authorities, the appropriate process for the 911 Resiliency Grant Program is through the normal 2027 General Assembly budget cycle.

- Budget submission dates will be communicated later in the summer.
- Proposed new grants will be reviewed in alignment with those timelines.
- This statement from the Governor's Administration will be distributed verbatim to stakeholders.

NGS Bureau Update

Dr. Dorothy Spears-Dean reported that the Resiliency Grant Program must be ready to address a key question: How is the agency working with the 911 community to reduce the large carryover grant balance?

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Areas of Immediate Focus

- Two grant programs require immediate attention:
  - Additional NG911 Funding Program
  - NG911 Migration Grant Program
- Both programs end on June 30, 2026.
- Outstanding balances are approximately $25.7 million and $3.4 million, respectively.

Community Support and Reimbursement Efforts

- The NGSO team and the 911 & Geospatial Outreach Team are actively supporting localities in submitting reimbursement requests before the grant end date.
- While outreach efforts have been strong, the agency needs earlier insight in the grant cycle into how localities are utilizing awarded funds and progressing on project implementation.

Quarterly Reporting Requirement

- To improve oversight, a new quarterly reporting requirement will be introduced for the PSAP Grant Program.
- This approach mirrors a best practice within VDEM's Grant Division, which uses an abbreviated quarterly report to identify PSAPs that may need targeted assistance to keep projects on track.
- The agency will work with the Grants Team to establish the process and develop reporting tools for Fiscal Year 2027.
- PSAPs will be expected to submit their first quarterly report at the end of Q1 FY27, approximately September 30, 2026.
- An update on this effort, along with finalized plans and process documents, will be presented at the July Board Meeting.

NG9-1-1 Call Delivery Update

- A follow up was provided on the March presentation by Dr. Matt Gerike regarding NG911 requirements for originating service providers (OSPs).
- The statewide migration of 911 centers to the ESInet (Emergency Services IP Network) has been completed.
- The next phase involves addressing OSP call delivery, as outlined in a recent FCC Report and Order.
- This work will occur in two phases:
  - Initial IP based delivery
  - Full NG911 standards compliant call delivery
- The NG911 Services Team is preparing a detailed plan with recommendations for the Board.

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• A team representative will present this plan to the Board for review and vote at the July 16th meeting.

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Old Business

An update was provided by Mr. Cassada, on the Verizon NG911 Transition Agreement, a topic discussed at the last two 911 Services Board meetings.

• The Verizon NG911 Transition contract ended on August 31, 2025.
• Transition of PSAPs to AT&T was not fully completed until October 2025, resulting in a two month period (September–October 2025) during which no formal contract was in place.
• During this period, the Board, staff, and Verizon agreed to continue operating under the terms of the existing contract through a verbal "handshake" arrangement with the Verizon project staff.

<u>Changes in Verizon Personnel</u>
• In December 2025, all Verizon staff previously involved in the project either retired or left through buyout programs.
• Since that time, the agency has been working with Verizon to obtain a signed OSP (Originating Service Provider) Agreement, which is required by statute and would formally authorize payment for the two month extension.

<u>OSP Agreement and Costs</u>
• Verizon has now submitted an OSP Agreement to cover the unpaid costs from the two month transition period.
• Total costs amount to just under $1,138,000, consisting of:
  – Monthly charges of approximately $474,000 per month for September and October
  – Six one time transition related charges of approximately $26,000 each
• Verizon has ceased all invoicing, and there are no current charges pending.
• Staff requested a motion to approve payment to Verizon, not to exceed $1,138,000, based on the submitted OSP Agreement.
• Staff noted they are available to answer any questions from Board members.

Ms. Adkins called for a motion to approve payment to Verizon that will not exceed the amount of one million one hundred thirty-eight thousand dollars ($1,138,000.00) as presented. Mr. Matt Ogburn abstained from the vote. Sheriff Steven Creasey made the motion, and it was seconded by Chief Michael Barakey. The motion passed.

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New Business:

Mr. Cassada presented the following financial information regarding the program:

Financial Report
• The annual authority appropriation for FY26 is $29 million.
• At the last Board meeting, the appropriation totaled $23 million.
• On May 3, the agency received an additional appropriation of $5,941,000 from DPB, increasing the total appropriation and providing sufficient funding to carry the program through the end of the fiscal year.

Current Expenses and Balances
• As of May 8, expenses totaled $23,813,000.
• The remaining appropriated balance is $5,419,000.
• The current cash balance of the fund is $67.5 million.
• Estimated additional revenue through the end of the fiscal year is $8,666,000.

Payment Schedule Note
• The Board was reminded that PSAP distributions follow a specific schedule:
  – A double payment is issued in June from the Department of Taxation.
  – No payment is issued in July, meaning that June's payment covers both months.

Obligations and Year-End Projection
• Total obligations to date equal $31,546,000, which includes grants, NG911 expenses, and VDEM B&M operations.
• The projected cash balance at fiscal year-end, after accounting for commitments, is $43,993,000.

PSAP Grant Committee Report
Dr. Matt Gerike reported the PSAP Grant Committee meeting.

• The PSAP Grant Committee met on Tuesday, May 12, 2026.
• Dr. Gerike presented the committee's recommendations for Board action regarding the PSAP Grant Program.

Fiscal Year 2027 GIS and Data Grants
• At the March Board meeting, the deadline for Data Enhancement Project and Data Transfer Project applications was extended to April 30, 2026.
• A total of three applications were received; one was later withdrawn.

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• After staff review, the committee recommended approval of the following Data Enhancement Project applications:

– Roanoke City
– Goochland County

• The combined total for these recommended awards is $100,000.

Ms. Adkins called for a motion to approve FY27 GIS & Data Grants Applications for $100,000.00. Sheriff Steven Creasey abstained from the vote. Mr. Judson Smith made the motion, and it was seconded by Ms. Gillespie. The motion passed.

Regional Project Amendment Request
Mr. Tim Addington reported to the Board the requested amendment to the Region 4 Regional Enhancement Project.

• Dickenson County, serving as the fiscal agent and lead locality for the project, requested approval to add Lee County to the regional CAD to CAD and CAD standardization initiative.
• The addition of Lee County increases the number of regional partners to seven PSAPs within Region 4.
Project Funding Impact
• The amendment amount requested is $184,314.00, bringing the total project cost to $812,848.32.
• Lee County's delayed inclusion was due to a recent change in leadership; the new 911 Director—who also oversees GIS, emergency management, signage, and addressing—had only recently assumed the role and did not yet have adequate information to commit during the initial application phase.
• Including Lee County is considered beneficial for the overall success and consistency of the regional project.

The PSAP Grant Committee reviewed and approved the amendment request, recommending it move forward to the 911 Services Board for final action.

Ms. Adkins called for a motion to approve the FY26 Dickenson County Regional Enhancement Application to include Lee County, with an amendment in the amount of $184,314.00. Ms. Turner made the motion, and it was seconded by Mr. Critzer. The motion passed unanimously.

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FY27 CHE Applications

Ms. Mary Binford reported on the FY27 CHE Applications.

• The next group of Call Handling Equipment (CHE) grant requests reviewed by the PSAP Grant Committee on Tuesday were presented for Board consideration.
• Campbell County was initially approved for on premise equipment in the amount of $200,000.
• The county has since elected to transition to a hosted solution and is requesting an additional $100,000 to support this change.
• The Grant Committee reviewed and approved this request, recommending it move forward to the Board.

Ms. Adkins called for a motion to approve the Campbell Co CHE amendment in the amount of one hundred thousand dollars ($100,000.00). Mr. Critzer made the motion, and it was seconded by Ms. Turner. The motion passed unanimously.

FY27 Call Handling Equipment (CHE) Application – Suffolk

• Suffolk submitted a Fiscal Year 2027 Call Handling Equipment (CHE) grant application in the amount of $200,000.
• All required documentation was submitted, and Ms. identified no issues with the application.
• The PSAP Grant Committee reviewed the request and recommended approval by the Board.

Ms. Adkins called for a motion to approve the FY27 CHE application in the amount of $200,000. Chief Michael Barakey abstained from the vote. Sheriff Creasey made the motion, and it was seconded by Ms. Gillespie. The motion passed.

FY27 Call Handling Equipment (CHE) Guidelines Modifications

• Ms. Binford provided an update on feedback received from community members and stakeholders regarding increasing costs associated with Call Handling Equipment (CHE).
• Cost pressures were attributed to factors such as inflation, border control functionality, and service provider charges related to NENA i3 and NG911 requirements.

<u>Recommended Guideline Changes</u>

• Based on discussions and consultation with stakeholders, staff recommended modifying the CHE grant guidelines to include an additional $100,000 per project.
• A minor administrative update was also noted: the Henrico Police Department was renamed in the guidelines to reflect its current organizational name, the Henrico Department of Communications.

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• Ms. Binford reminded the Board that CHE projects operate on a five year cycle, maintained by outreach managers, and not all localities request funding each cycle.
• Approximately 25 projects were supported last year.

Application of Revised Guidelines

• Staff requested Board approval of the updated FY27 CHE guidelines as presented in the draft.
• The revised guidelines would be applied retroactively to:
  – The four projects approved in March
  – The Suffolk CHE application presented during today's meeting
  – All future CHE projects

Ms. Adkins called for a motion to approve the modifications. Ms. Gillespie and Mr. Critzer abstained from the vote. Joseph Muenchow made the motion, and it was seconded by Matthew Ogburn. The motion passed.

Clarification on NG911 Grant Program Balances

• Before moving forward, Dorothy Spears Dean provided a correction to the Bureau update previously given regarding the outstanding balances of the NG911 grant programs.
• She clarified that the outstanding balance for the Additional NG911 Funding Program is $12.8 million, not $25.7 million as earlier stated.
• The outreach team continues to work closely with localities to expedite reimbursement submissions for both the Additional NG911 Funding and NG911 Migration Grant Programs prior to the June 30, 2026 deadline.

Virginia 911 Dashboards Presentation

• Dr. Gerike presented an update on mapping tools used internally to track PSAP grant activity.
• A weekly updated internal map, generated from current information in the EM Grants System, is used to monitor open grants, spending progress, and overall grant performance.
• This mapping data highlighted an opportunity to modernize the public facing dashboard originally developed in 2019 to track Next Generation 911 (NG911) deployment progress.

Dashboard Redevelopment

• The original NG911 Deployment Dashboard, available on the NGS website and the 911 GIS page, was built on technology that has since been deprecated.

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• The dashboard stopped functioning in March, creating an opportunity to redesign and reimagine the tool.
• The updated platform has been rebuilt and rebranded as the Virginia 911 Dashboards to reflect a broader scope beyond NG911 deployment alone.

Dashboard Features and Purpose

• The redesigned dashboard incorporates much of the same information used internally, including data pulled from EM Grants and updated every Friday.
• The new framework expands the original goal of transparency—extending visibility not just into NG911 deployment activities but also across other grant programs managed by the Virginia 911 Services Board.
• While staff will use these dashboards operationally, the tool is fully publicly accessible, allowing board members, grant committee members, stakeholders, and the public to view up to date information.
• An interactive version of the map was demonstrated, showing:
  – Current Fiscal Year 2026 awards
  – The total number of awards (represented by circular symbols)
  – Percent of awards completed and percent of funding spent.

Grant Tracking and Visualization Features

• The dashboard includes interactive maps displaying:
  – Current FY26 awards
  – Multi year awards, including CHE grants
  – Applications for FY27 grants, which will transition into projects in EM Grants after July 1
• A separate Applications Dashboard shows the distribution of current FY27 applications, where map color variations reflect the number of applications submitted in each locality.
– Eastern Shore was noted as an example due to multiple applications reflecting its service to two localities.

Grant Spending Tracking

• A new Grant Spending tab tracks:
  – Amount awarded
  – Amount spent
  – Amount remaining
  – Percent spent vs. unspent funds
• This tab is updated every Friday, offering up to date transparency on statewide grant utilization trends.

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Next Generation 911 Deployment Metrics

• Dr. Gerike demonstrated the updated NG911 deployment dashboard components.
• Although Virginia is fully deployed on the ESInet, ongoing metrics continue to be tracked, including:

– Geospatial call routing percentage (updated with April AT&T data showing 79% of 911 calls geospatially routed)
• Dr. Gerike is working to convert the historical geospatial routing dataset (which dates back to 2021) into a new format to modernize this component of the dashboard.

Detailed Grant Line Tracking

• Each NG911 deployment grant consists of 10 budget line items, and the dashboard displays detailed financial data for each line, including:
  – Award amount
  – Reimbursements received
  – Remaining balance
• Users can filter by locality (e.g., Harrisonburg Rockingham) to view individualized grant status.

Overall Deployment Grant Status

• Summary metrics presented:
  – 80 grants (65%) fully closed out
  – 87 PSAPs have closed all 10 of their budget lines
  – Out of 1,230 total budget lines across 124 grants, only 7% remain open
• A historical close out trend graph tracks award amounts, remaining balances, and reimbursement progress from March 2022 through present.
• The dashboard also visualizes the percentage of awards paid and percentage of budget lines with zero remaining balance.

Purpose and Public Availability

• The redesigned dashboard increases transparency into:
  – NG911 deployment close out
  – PSAP grant activity
  – Spending trends across EM Grants
• The dashboards are fully public, and Dr. Gerike encouraged the community, Board members, and grant committee members to explore them as a resource for understanding ongoing PSAP grant activity and Board program performance.

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Upcoming Events

Ms. Binford reported the following:
• The Virginia NENA/APCO Spring Conference will be held May 20–22. Additional details are available on the event website.
• The Virginia APCO/NENA SIEC Conference will take place October 27–29.
  – A call for papers has been opened.
  – Event information and submission details will be posted to the Board's website shortly.

Interoperability Updates
Mr. Gabe Elias reported the following:

• The Statewide Interoperability Executive Committee (SIEC) will meet on June 9, from 9:00 AM to 11:00 AM.
  – This is a fully virtual meeting.
  – Details and access information are available on the Commonwealth Calendar.
  – The agenda is forthcoming.
  – SIEC serves as Virginia's strategic governance body for statewide interoperability.
• The Monthly Emergency Communications Sector Call is held on the fourth Tuesday at 2:00 PM.
  – This call mirrors the coordination efforts used during emergency activations, but in a non emergency "blue sky" format.
  – Participation is open to anyone involved in emergency communications, broadly defined (radio operators, ECC staff, fire/rescue personnel, state/local agencies, private sector partners, etc.).
  – Those needing an invitation were encouraged to reach out.
  – The call often includes special presentations; recent examples include Starlink and Cisco's Tactical Crisis Response Group.

<u>Interoperability Initiatives and Real World Use</u>
• Mr. Elias highlighted recent progress in interoperability related to federally required VOPEX radiological preparedness exercises conducted near the Surry and North Anna nuclear facilities.
  – Localities and the STARS team were recognized for strong collaboration.
  – A direct interoperability link between PSAPs and the STARS radio system has been piloted and successfully used during exercises, and reportedly during at least one real world incident in Surry.

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Cross Border Interoperability

• Virginia continues to maintain a radio patch with North Carolina, enabling communications between local and state users on both sides of the border.
  – This patch has been activated during declared emergencies and is expected to be used for upcoming highway related activities.
  – Work is underway to strengthen governance and documentation to ensure long term sustainability beyond current staff.
• The region also participates in the FEMA Region 3 Talkgroup, connecting:
  – Pennsylvania
  – Delaware
  – Maryland
  – District of Columbia
  – West Virginia
  – Virginia
  – (with plans to expand northward to NY, NJ, CT, MA)
  – North Carolina is already connected.

  – This shared talkpath supports coordination during major events and national level planning activities, including presidential inaugurations and preparations for the nation's 250th anniversary.
  – Maryland, which hosts the talkpath, plays a central role because of its statewide interoperability network.

  ComLINC Program Update

• The Virginia State Police have issued an RFI (Request for Information) concerning the future of ComLINC, the Commonwealth's interoperable radio gateway system connecting local and state systems.
  – The RFI follows extensive stakeholder outreach conducted last year.
  – The feedback gathered will inform future budget requests and future procurement efforts for the next generation of interoperability solutions.

Mr. Elias noted that the process is ongoing and more updates will follow in the coming months.

Public Comment

Ms. Adkins asked for any public comments.

• Thomas Nolan addressed the Board with questions regarding the earlier statement from the Governor's Office about the 2027 legislative process for approving grant funding, specifically the $350,000 per PSAP Resiliency Grant proposal.

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• He requested clarification on:
  – Why the funding must go through the General Assembly process if the funds originate from restricted 911 revenue.
  – Whether the issue stemmed from appropriations constraints.
  – How similar confusion can be avoided in the future.
  • Mr. Nolan also offered a broader recommendation for long term financial planning, suggesting that:
  – If year end revenues exceed what is needed to maintain a reasonable operating baseline for the 911 system,
  – The Board should consider distributing excess funds back to PSAPs at the end of each fiscal year.
  – This approach could prevent the accumulation of large year end balances (e.g., the current ~$43 million) by returning available funds directly to the 911 community through monthly payments or end of year disbursements.

Response and Financial Clarification

Ms. Adkins responded to Mr. Nolan's questions and confirmed that staff will take his second suggestion—related to evaluating year end fund balances and potential redistribution—under consideration for future planning.

• Speaking in her capacity as a financial subject matter expert, the Chair provided clarification on the appropriation issue related to the Resiliency Grant Program:
  – The core issue is that more revenue is being collected through the 911 funding sources than the amount currently appropriated in the state budget.
  – The discrepancy is not the result of an accounting or appropriation error; rather, it reflects that restricted revenues exceed the spending authority granted in the Appropriation Act.
  – For example, while approximately $23 million was appropriated for VDEM after PSAP distributions, closer to $32–33 million in revenue was collected.
  – Revenues are recorded, but without matching appropriation authority, the agency cannot spend the additional funds — hence the need for legislative action.
• Because the Resiliency Grant Program is new, the Governor's Office indicated that funding must go through the normal 2027 budget cycle, ensuring alignment between revenue collections, statutory authority, and appropriation levels.
• The Chair noted that VDEM routinely participates in this process, as it manages nine restricted funds, each of which requires ongoing appropriations adjustments when revenue collections change.
• The agency has all necessary materials prepared to submit the required budget package once the system opens. The plan includes:
  – Requesting appropriation authority for the available cash balance, as reflected in the financial report.

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– Identifying what the increased appropriation amount will support.
– Preparing for additional discussion and refinement of the proposal ahead of the July Board meeting.
• The Chair emphasized that this is a recurring cycle in government finance:
– Legislators must routinely evaluate whether additional revenue is being collected.
– If so, agencies must request increased appropriation authority during each biennial budget process.
– This requirement applies even to restricted funds, including those related to 911.

Impact of CHE Funding and Resiliency Grant Delay

• Randy Ann Davis expressed appreciation for the recent increase in Call Handling Equipment (CHE) funding, noting that earlier cost estimates for system upgrades exceeded the original allocation, and the increase will allow their locality to move forward with applying.
• She also shared concerns and disappointment regarding the timing of the announcement on the Resiliency Grant Program.
– Their county, which has a smaller tax base, had already completed most of its annual budget planning and had incorporated anticipated resiliency funding into its projections.
– The delay and the requirement to move the program into the 2027 legislative budget cycle had a significant and detrimental effect on several planned improvements and initiatives for the upcoming fiscal year.
• Ms. Davis reiterated appreciation for staff's efforts and noted that the earlier discussion and clarification helped improve understanding of the situation, though the impact to their agency remains substantial.

Clarification Requested on Resiliency Grant Funding

• Mr. Scott Brillman thanked the Chair, Board members, and VDEM staff for the update regarding the $43 million in 911 funding that had previously been announced to the 911 community and later paused pending further review.
• The speaker expressed appreciation for VDEM's continued advocacy on behalf of PSAPs and acknowledged the efforts being made to resolve the issue.
• The speaker emphasized that:
– These funds are generated by Virginia residents to ensure they receive reliable and high quality 911 service when calling for help.
– Many PSAPs and localities across the Commonwealth had begun planning critical projects—including technology upgrades, staffing, cybersecurity improvements, and resiliency initiatives—based on the understanding that these funds would be available.

– The pause has significantly disrupted momentum on multiple planned initiatives and created uncertainty for agencies attempting to make long term operational and budgetary decisions.

• Mr. Brillman asked the Board to provide clarification on its interpretation of the Governor's announcement delivered at the beginning of the meeting, specifically:
  – The current status of the resiliency funding.
  – The practical implications of the announcement for PSAPs.
  – The expected timeline for when the funds will be available to the 911 community.
  – Whether the funds will still ultimately be distributed, and if so, when agencies should expect access to them.

Acting Chair's Response – Timeline for Budget Submission and Funding Availability

• The Chair provided clarification on the expected timeline for the budget process related to the Resiliency Grant Program and appropriation adjustments.
• She explained that:
  – The Commonwealth typically opens its budget submission window for agencies in the August–September timeframe each year.
  – During this period, agencies—including VDEM—prepare and submit their proposed budget packages for consideration.
• She noted that this submission triggers several subsequent steps in the standard legislative budget cycle, which ultimately determine whether the additional appropriation authority will be approved and when funds may become available to PSAPs.
• Further details on the timeline and process were expected to follow as the state's budget development phases formally begin.

Adjourn Meeting

Ms. Adkins called for a motion to adjourn the meeting. Ms. Turner made the motion, and it was seconded by Mr. Judson Smith. The motion passed unanimously. The meeting ended at 2:08 p.m.

Next Meeting-July 16, 2026 @ 1:00 at VDEM

Respectfully Submitted by
Sarah Howard
VDEM Executive Administrative Coordinator

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